# Disable Pop-Up Blocking

While using our website, if you are unable to view quiz windows and downloadable material, then you need to disable pop-up blocking.

Pop-up blockers work in the background while you browse the internet. When they detect a pop-up window such as an unwanted advertisement, they automatically close the window.  However, not all pop-ups are unwanted.  Some pop-ups are used in programs to allow the user to view additional information without closing the original screen, which is how our system uses pop-ups.  Turning on pop-up blockers may prevent our courses from performing properly.

**To disable pop-up blockers**:

(a) For Internet Explorer, Select **Tools** then choose **Pop-up Blocker > Turn off Pop-up Blocker**.

(b) If the Safari browser, use the **Command + k** key combo to toggle the pop-up blocker on or off.

(c) In Firefox, OS X users should add the URL for the http://training.fema.gov entry page to the list of allowed sites. You can do that by selecting **Preferences** in the Firefox menu, selecting the **Content** tab, selecting the **Allowed Sites** button and pasting in the URL of the course entry page.

 (d) Pop-up blocking functions are included in some anti-virus, internet security, personal firewall, and browser programs. Disable the relevant setting in the program or set http://training.fema.gov as an allowed site. Examples of programs that include pop-up blocking functions include the following.

- Zone Alarm Pro (not for Mac)
- Google Toolbar (not for Mac)
- Yahoo! Toolbar (not for Mac)
- MSN Toolbar (not for Mac)
- AOL 8.0 and later (not for Mac)
- Safari browser
- Microsoft Windows XP, Service Pack 2 (not for Mac)
- ICQ Toolbar (not for Mac)
- Norton Internet Security
- Mozilla browser
- Netscape browser
- Firefox browser

 (e) Toolbars (yahoo companion, Google toolbar, etc) > click icon and disable

 (f) Search your hard drive for any software with "pop-up" in the name. Disable it or set http://training.fema.gov  as an allowed site. Examples of popular pop-up blocking applications include:

- Pop-Up Stopper (not for Mac)
- Pop-Up Defender (not for Mac)
- Pop-Up Zapper
- Popup Eliminator

(g) In some cases some pop-up blockers can be disabled by holding down the **Control Key + clicking on the link.**